

Figure 1

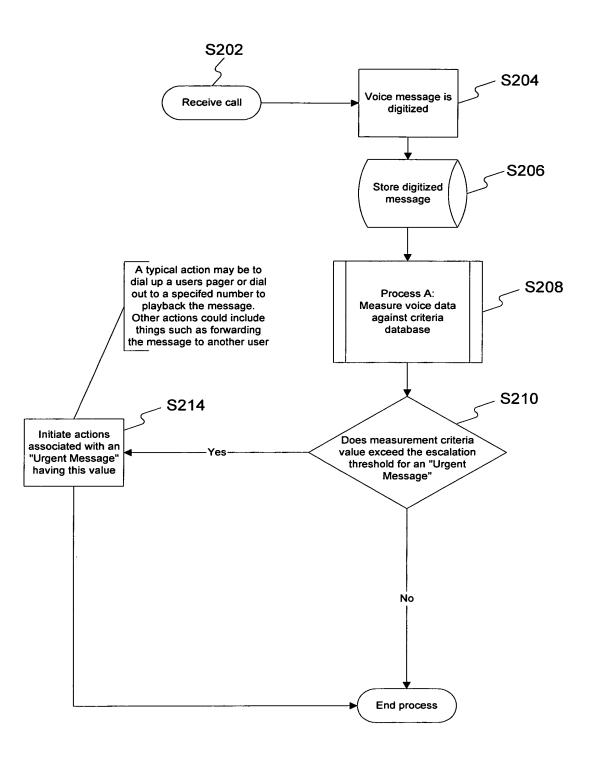


Figure 2

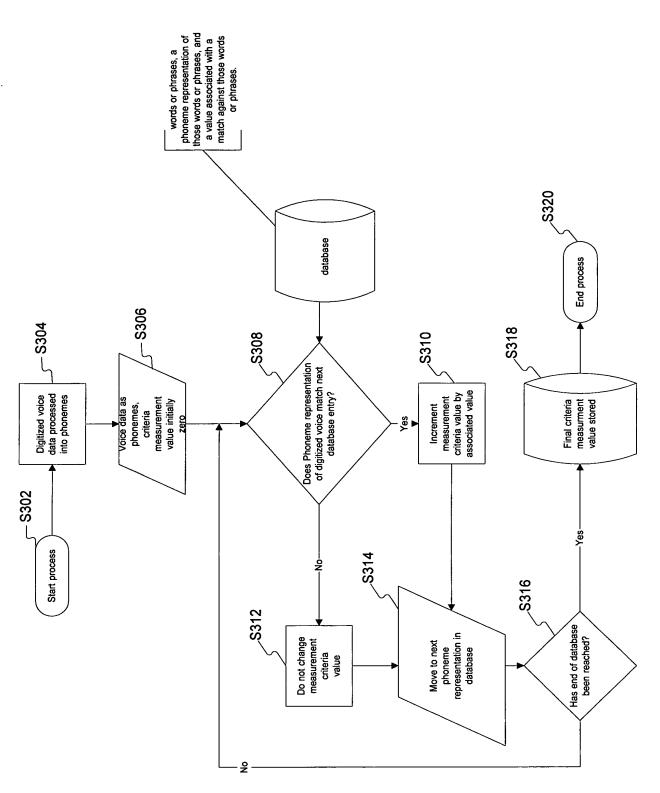


Figure 3

End process

Actions can be based on positive or negative values and could include providing immediate agent feedback or notifying a call center supervisor messages associated with this value Initiate actions or "Actions" and message database Make Call Yes--S412 -S402 absolute value
of the measurement criteria
value exceed
the escalation
threshold? Is there more digitized data in the buffer to be processed ? Process A:
Measure voice data
against criteria
database Current call voice data is digitized Digitized voice data is stored in a RAM buffer Does -S414 - S406 -S410 **∑** S408

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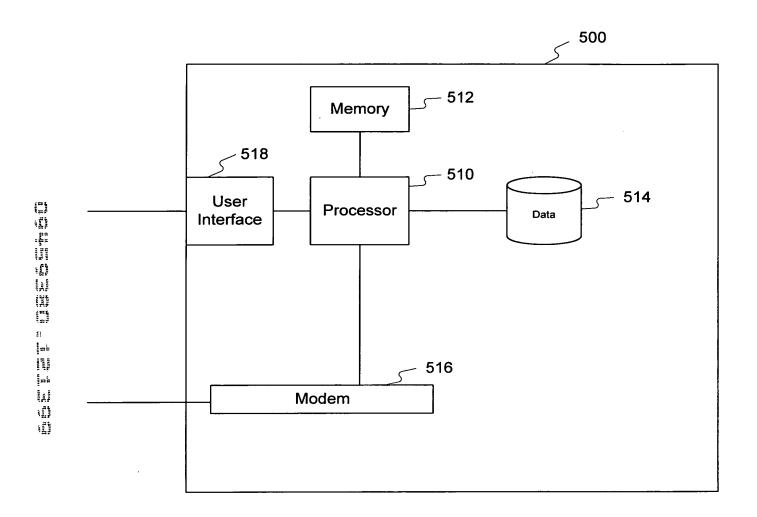


Figure 5

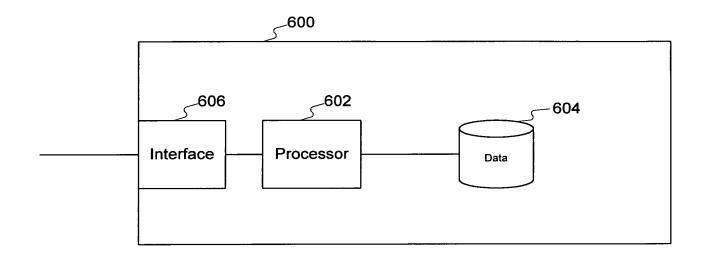


Figure 6